

# PRODUCTION & OPERATIONAL PERFORMANCE SERIES

- Transforming Daily Operations into Measurable Results -

## 1. The Challenges

- Most operations are running, but not always performing at their full potential.
- Manufacturing and operational teams are not short of effort, but they struggle to convert daily activities into measurable performance improvements. Small problems remain unresolved, inefficiencies accumulate, and execution breaks down across teams and shifts. Moreover, miscommunication, rework, downtime, and coordination gaps continue to affect output, quality, and delivery.
- The core issue is not effort — it is the absence of a structured system to identify, solve, and sustain operational improvements.

## 2. A Structured Approach to Close the Gap

- This programme integrates talent development with structured operational capability building.
- It strengthens the full performance cycle from problem identification to solution development, execution, and continuous improvement, enabling organisations to move from reactive operations to structured, performance-driven execution.

## 3. A 3-Part Integrated Programme, *Covering the Full Cycle from Idea to Execution*

- i. Micro-Innovation for Operational Teams (3 Days)  
*Identify and eliminate daily production losses*
- ii. Innovation Sprint for Middle Management (3 Days)  
*Improve coordination, decision-making, and execution*
- iii. Workplace Communication for Performance (2 Days)  
*Strengthen clarity, alignment, and teamwork in operations*

## 4. Why This Matters

- i. Reduce downtime, rework, and operational inefficiencies
- ii. Improve output, quality, and process consistency
- iii. Strengthen coordination across teams and functions
- iv. Deliver more consistent and measurable production performance
- v. Improve communication and reduce operational errors

## 5. Key Take-Away

- This programme is not about working harder, it is about working better-together.
- It provides a structured system to convert daily operational challenges into practical improvements, enabling teams to achieve consistent, measurable performance gains.
  - ✓ Transform Talent
  - ✓ Strengthen Capability
  - ✓ Deliver Results That Matter



*"Execution breaks down not at strategy, but at coordination."*

# INNOVATION SPRINT FOR PRODUCTIVITY IMPROVEMENT IN MIDDLE MANAGEMENT

**A 3-DAY HANDS-ON COURSE DESIGNED FOR Managers | Section Heads | Supervisors | Team Leaders | Process Owners | Project Managers | Functional Leads**

## ASPIRATION / AIM

This 3-day hands-on course equips middle managers with a structured execution framework to identify execution gaps, eliminate coordination breakdowns, and convert daily operational challenges into cross-functional improvement initiatives. It enables managers to drive faster execution, reduce delays, and build ownership across teams, strengthening delivery and performance outcomes.

## COURSE OBJECTIVES

1. Turn coordination gaps into structured, high-impact cross-functional improvement initiatives aligned with key operational KPIs.

2. Reduce rework, delays, and inter-department friction through a clear and repeatable execution system.

3. Build a management layer that drives ownership, accountability, and continuous improvement across functions.

## COURSE CONTENT

### DAY 1: Strategic Ideation & Problem Framing

Participants shift from task execution to value-driven improvement aligned with business KPIs. Common coordination breakdowns, workflow inefficiencies, and decision delays are analysed. Hands-on exercises identify cross-functional friction points and map gaps across departments to uncover high-impact improvement opportunities.

### DAY 2 : Problem Convergence & Solution Design

Cross-functional issues are analysed to identify recurring coordination gaps and high-impact improvement areas. Problems are validated based on business impact and scalability. Solutions are developed from team experience and refined using Impact–Effort–Risk evaluation, supported by AI as a decision-support tool.

### DAY 3: Concept Funnelling & Execution Planning

Improvement ideas are aligned with strategy, resources, and team capability before being converted into executable initiatives. Teams present concepts with feedback and assess readiness for pilot implementation. Ownership, milestones, and governance structures are defined to embed execution into continuous improvement systems.

## EXPECTED OUTCOME & IMPACT

1. Middle managers will convert coordination gaps into structured, cross-functional initiatives that improve delivery and reduce operational losses.

2. Organisations will reduce rework, delays, and inter-department friction through a clear and repeatable execution system.

3. A strong management layer will be developed to drive ownership, faster execution, and measurable performance improvements.